

## CLAIMS

I claim:

1. An email method for an intranet web server that automatically generates email  
5 from an intranet user and queues the automatically-generated email in an email spooler  
from where the automatically-generated email is sent to a mail server for delivery to an  
intended recipient, and wherein automatically-generated email that was undeliverable to  
an intended recipient is returned to the intranet web server, the email method comprising  
the acts of:
  - 10 (a) fetching an email address for the intranet web server's system administrator;
  - (b) verifying normal operation of the email spooler;
  - (c) emailing the system administrator regarding the abnormal operation if act (b)  
verifies that the email spooler is not operating normally;
  - (d) processing each undeliverable email to determine whether it was returned  
15 because of a problem with the email itself or because of a problem with the mail server;
  - (e) resending the undeliverable email to the intended recipient if act (d)  
determines that an undeliverable email was returned because of a problem with the mail  
server; and
  - (f) sending the undeliverable email to the originating intranet user if act (d)  
20 determines that an undeliverable email was returned because of a problem with the  
undeliverable email itself.

2. The method of claim 1, wherein act (a) comprises fetching the email address from

a database.

3. The method of claim 1, wherein acts (a) through (f) are repeated periodically.

5 4. The method of claim 3, wherein acts (a) through (f) are repeated at least every 30 minutes.

5. The method of claim 1, wherein act (b) comprises:

examining each email queued in the email spooler to determine its pendency

10 within the email spooler; and

emailing the system administrator regarding this email's pendency if an email's pendency within the email spooler exceeds a normal pendency period.

6. The method of claim 5, wherein acts (a) through (f) are repeated periodically, and

15 wherein act (b) further comprises:

deleting this email from the email spooler and emailing the system administrator that a persistent email spooler problem has been detected if an email has been previously detected as exceeding the normal pendency period.

20 7. The method of claim 6, wherein act (b) further comprises:

restarting the email spooler if an email has been previously detected as exceeding the normal pendency period.

8. The method of claim 1, wherein acts (a) through (f) are repeated periodically, and wherein act (e) comprises resending the undeliverable email to the intended recipient only if it has not been previously resent to the intended recipient a predetermined number of times.

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9. A machine readable medium having stored thereon data representing instructions for an intranet's web server, wherein the intranet web server automatically generates email from an intranet user and queues the automatically-generated email in an email spooler from where the automatically-generated email is sent to a mail server for delivery to an intended recipient, and wherein automatically-generated email that was undeliverable to an intended recipient is returned to the intranet web server, the instructions adapting the web server to perform an email method comprising the acts of:

(a) fetching an email address for the intranet web server's system administrator;

(b) verifying normal operation of the email spooler;

15 (c) emailing the system administrator regarding the abnormal operation if act (b) verifies that the email spooler is not operating normally;

(d) processing each undeliverable email to determine whether it was returned because of a problem with the email itself or because of a problem with the mail server;

(e) resending the undeliverable email to the intended recipient if act (d)

20 determines that an undeliverable email was returned because of a problem with the mail server; and

(f) sending the undeliverable email to the originating intranet user if act (d) determines that an undeliverable email was returned because of a problem with the

undeliverable email itself.

10. The machine readable medium of claim 9, wherein the stored data is such that act (a) comprises fetching the email address from a database.

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11. The machine readable medium of claim 9, wherein the stored data is such that acts (a) through (f) are repeated periodically by the web server.

12. The machine readable medium of claim 11, wherein the stored data is such that  
10 acts (a) through (f) are periodically repeated at least every 30 minutes by the web server.

13. The machine readable medium of claim 9, wherein the stored data is such that act (b) comprises:

examining each email queued in the email spooler to determine its pendency  
15 within the email spooler; and

if an email's pendency within the email spooler exceeds a normal pendency period, emailing the system administrator regarding this email's pendency.

14. The machine readable medium of claim 13, wherein the stored data is such that  
20 acts (a) through (f) are repeated periodically, and wherein act (b) further comprises:

deleting this email from the email spooler and emailing the system administrator that a persistent email spooler problem has been detected if an email has been previously detected as exceeding the normal pendency period previously.

15. The machine readable medium of claim 14, wherein the stored data is such that act (b) further comprises:

restarting the email spooler if an email has previously been detected as exceeding  
5 the normal pendency period.

16. The machine readable medium of claim 9, wherein the stored data is such that acts (a) through (f) are repeated periodically, and wherein act (e) comprises resending the undeliverable email to the intended recipient only if it has not been previously resent to  
10 the intended recipient a predetermined number of times.

17. A system comprising:

a ColdFusion intranet web server configured to automatically generate email from an intranet user and queue the automatically-generated email in a ColdFusion email  
15 spooler from where the automatically-generated email is sent to an SMTP mail server for delivery to an intended recipient, and wherein automatically-generated email that was undeliverable to an intended recipient is returned to the ColdFusion server, the ColdFusion server being further configured to perform a method comprising the acts of:

(a) verifying that the SMTP mail server is on-line;

20 if the SMTP mail server is on-line:

(b) fetching an email address from a relational database for the ColdFusion server's system administrator;

(c) verifying normal operation of the ColdFusion email spooler;

(d) emailing the system administrator regarding the abnormal operation if act (c) verifies that the ColdFusion email spooler is not operating normally;

(e) processing each undeliverable email to determine whether it was returned because of a problem with the email itself or because of a problem with the SMTP mail  
5 server;

(f) resending the undeliverable email to the intended recipient if act (e) determines that an undeliverable email was returned because of a problem with the SMTP mail server; and

(g) sending the undeliverable email to the originating intranet user if act (e)  
10 determines that an undeliverable email was returned because of a problem with the undeliverable email itself.